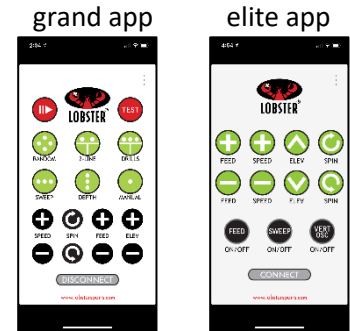# TS – My Remote Control Is Not Working

Objective: To troubleshoot remote control issues for the (EL22, EL24.WF) iPhone Remote Control (Wi-Fi)

The (EL22, EL24.WF) Wi-Fi Remote Control is compatible with the following models:
 	
    elite two.10
    elite three.10
    All elite grand models
    All phenom models
    pickle two.10
 	
There are 2 parts to any Wireless Remote Control System; the transmitter and the receiver. The transmitter for the EL22 iPhone Remote Control is your iPhone. iTouch, iPad, or Apple Watch upon downloading the free App from the App Store. The receiver is a Wi-Fi receiver that is installed onto the back of your control panel and the green circuit board.
	grand app elite app

The more common statements regarding a remote control not functioning are… **"My remote control does not work from the other side of the net"** **"My remote control does not work at all"** **"My connection keeps on resetting or timing out"** **"My App shows the connected sign but does not connect"** This indicates one of the following: **The remote control switch is off.** **The battery in your iPhone/iTouch is low There is interference in the signal.** **The remote control receiver is faulty.** **Your remote control receiver is not connected to the back on the circuit board.** **You need the most updated App.** **You need the most updated Software version.** **Your Wi-Fi settings are incorrect.** **Your app settings are incorrect.**	

| Step 1 – Press the "Remote" button on the Control Panel.	Remote Control Button (Control panel and buttons may appear different from shown)
1. Press the remote button on the control panel and ensure the indicator light is illuminated.	

Step 2 – Check to make sure the Wi-Fi receiver is firmly connected onto the back of your control panel on the green circuit board. The receiver is connected to port labeled "J6".

1. Unscrew the four screws to the control panel and pull it out and to the side being careful not to disconnect any additional wires.
2. The Wi-Fi receiver has wires with two connectors. Ensure that the connector with a red wire and a white wire is plugged into location J3 on the green Printed Circuit Board (PCB). This location is also labeled "REMOTE". It is pointed out by the red arrow in the image on the right. Also ensure that the connector with a green wire and a black wire is plugged into location J6 on the PCB. This location is pointed out by the green arrow in the image on the right.
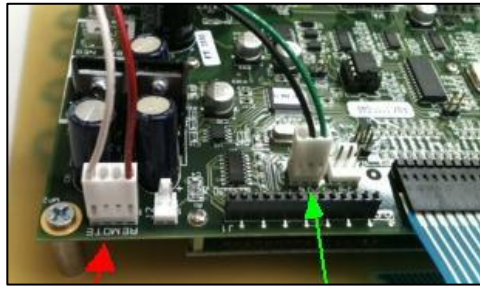
**How to Check the Connection for the 10 function remote (elite 2.10, 3.10, and Pickle 2.10 machines)**

3. If using the elite10 for Apple remote control on an Elite Two or Elite Three model machine, the Wi-Fi receiver will plug into the "**Remote 2**" connector on the back of the control panel on the green printed circuit board (PCB).
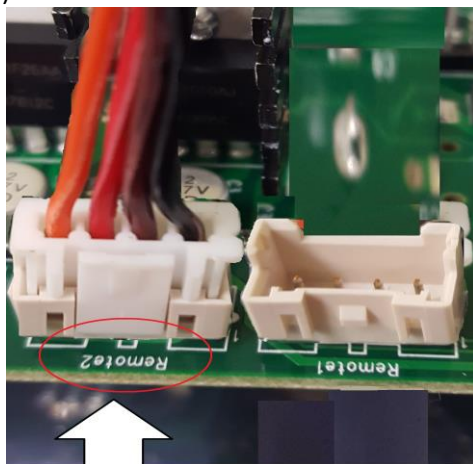
Control Panel - Open

J6 3-pronged connector jack. Wi-Fi Receiver with green and white wire couple plugged into J6 connector jack.
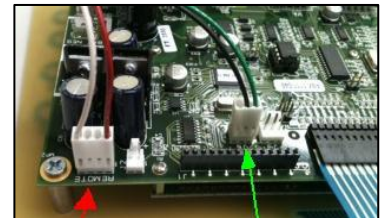
Step 3 – Checking your App and Software version.

1. Check your software version on your machine to make sure it reads 1.218.34 or greater. **If it is not, then you need to contact Customer Service to obtain a Return Authorization Number.** Upon turning your machine on, your software version number will pop-up on the screen just below the machine model (shown on top of the screen).
2. If you are still having trouble connecting, then you should delete the current Lobster Remote App and re- download/install the app.
NOTE: There are 2 Apps. The Lobster Grand Remote Control app, and the Lobster Elite Remote Control app. The Lobster Grand Remote Control app works with grand and phenom models. The Lobster Elite Remote Control app works with elite models and pickle models.
3. Once the App is downloaded and installed on your device, you will need to turn off your machine, and restart your device (just this one time).
4. Turn on the machine and press the Remote button (make sure the remote LED on the panel is on).
5. Boot up your device and continue to Step 4

If you do not have software version 1.218.34 or above, then you will need to contact Customer Service to obtain a Return Authorization number. You can contact Customer Service at 1-800-526-4041.

Program Software Version

Step 4 – Connecting to the Lobster Remote Wi-Fi.

With the Lobster machine turned on, go to the iPhone Settings and click on "Wi-Fi" connections. Your device will detect the network named "Lobster Sports-xx". Select this network. Note: xx is a number unique to your machine. For this network, press the ⓘ to check its' settings:

Note: Older Wi-Fi systems may have networks named "Wifly-GSX-xx" or "WiFly-EZX-xx" rather than "Lobster Sports-xx". If so, then connect to that network.

If you have the older Wi-Fi system, please follow the directions below.
(Wifly-GSX-xx or WiFly—EZX-xx ONLY)

Go to settings and click on "Wi-Fi" connections. Your device will detect the network called "Wifly-GSX-xx". Select this network. Note: xx is a number unique to your machine. For this network, press the > to adjust its settings: a) Make sure your device is set up to detect "Wifly-GSX-xx" automatically by setting your 'Auto-Join' button to ON. b) Change your IP address button from 'DHCP' to 'Static' c) Manually enter an IP Address of: 169.254.5.5 d) Manually enter a Subnet Mask of: 255.255.0.0

Follow These directions to connect to your Wi-Fi Module if your network says (Lobster Sports-xx).

Set to join "Lobster Sports-xx" automatically by setting your 'Auto-Join' button to ON (slide button right) if it is not already.

On your device, download the Lobster grand remote control app from the App Store® (For the Grand series), or the Lobster Elite remote control App (for the 2.10, 3.10 and Pickle 2.10 series) .
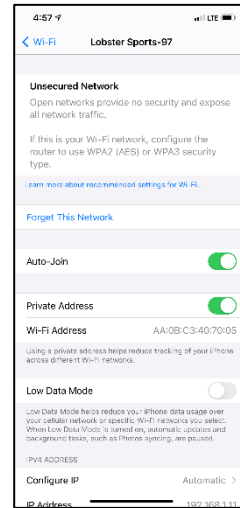
2. Power on your ball machine and switch the REMOTE button on the control panel to ON.

3. On your device, go to the SETTINGS button and click on "Wi-Fi". A network called "Lobster Sports(x)" will be detected. Select this network.

4. Open the Lobster grand remote control app on your device (for grand series) or the lobster elite remote app (for the 2.10, 3.10 and Pickle 2.10 series) and allow up to 90 seconds for your device and machine to sync — they are connected when the remote CONNECT/DISCONNECT button says DISCONNECT.

6. Upon first app launch, you may be asked:
   • Allow "grand" or ´´elite´´ to use your location? Select "Allow While

Lobster Sports Wi-Fi Screen

Lobster Sports Wi-Fi Screen
(swiped up)

Using App"
• "grand", ´´elite´´ would like to find and connect to devices on your local network. Select "OK"
• The Wi-Fi network "Lobster Sports-xx" does not appear to be connected to the Internet. Select "Keep Trying Wi-Fi" although "Use Cellular Data" does not cause a problem or actually use cellular data. To verify or modify these settings, go to the device settings and select the Lobster grand or elite remote control app.

7. When using Apple Watch, the iPhone must stay awake.
• To change awake settings, navigate to Settings>Display & Brightness>Auto-Lock>Never.

8. In the case of a disconnect, click the CONNECT button to reconnect.

If you still have connection issues, you should contact Customer Service for further troubleshooting. 1-800-526-4041

iPhone Settings Apps Section

Step 6 – Check Lobster Remote Control App Settings.
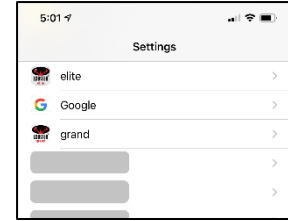
Upon first app launch, you may be asked:
1. Allow "grand" to use your location?
   You must select "Allow While Using App"
2. "grand" (or "elite") would like to find and connect to devices on your local network.
   You must select "OK"
3. The Wi-Fi network "Lobster Sports-xx" does not appear connected to the Internet
   You should select "Keep Trying Wi-Fi" although "Use Cellular Data" does not cause a problem or actually use cellular data.
   Note: The elite app may not ask this question.

iPhone Settings for grand app

You should also go to the iPhone settings and select the grand or elite app to verify or modify these settings to the above mentioned selections.
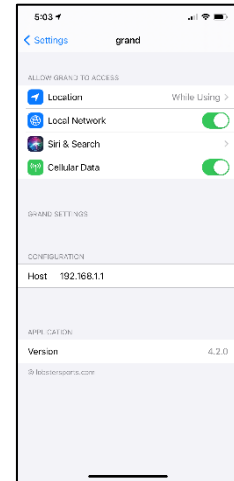1. Go to the iPhone Settings and swipe up until the user installed apps are shown, usually at the bottom of the settings screen. There should be a line for the elite app or the grand app, depending on which was installed. The images on the right show both apps, but the correct one must be installed to match the machine in use.
2. Select the line (top right image) for your installed Lobster Remote Control app to display the app settings screen.
3. "Location" must be set to "While Using".
4. "Local Network" must be set to on.
5. If there is a line "Cellular Data", it can be left on or set to off. The Lobster Remote Control app does not use cellular data.

iPhone Settings for elite app

Note: Some of the parameters may not appear in the settings for the app until after the app is launched for the first time. Be sure all of the parameters, shown to the right for each app, are listed and that they are set to the correct value.